



Anna Freud

Job Profile

Job title	Salesforce Administrator
Reporting to	Business Systems Manager
Employer	Anna Freud
Salary	£40,000 FTE per annum, plus 6% contributory pension scheme
Location	Hybrid (a mixture of home/onsite working): staff are working onsite for at least 20% of their working hours, either at our London site (4-8 Rodney Street, London N1 9JH) or our Northern Hub (Huckletree, The Express Building, 9 Great Ancoats Street, Manchester M4 5AD).
Working hours	Full-time, 35 hours per week, usual working hours are Monday to Friday, 09:00-17:00. Flexible working is possible.
Holidays	27 days plus Bank Holidays FTE
Term of contract	Fixed-term (two years in the first instance but with scope to extend)
DBS level	Standard

About Anna Freud

We are a world-leading mental health charity for children, young people and their families. Our purpose is to take everything that we have learned over the last 70 years, and to transform the mental health of current and future generations of children and young people, to close the gap between mental illness and mental wellness - and to create a more compassionate society for everyone. Our vision is a world where all children and young people are supported effectively to enable them to develop their emotional and mental health, build on their strengths and achieve their goals in life. Our mission is to close the gap in wellbeing and mental health by advancing, translating, delivering, and sharing the best science and practice with everyone who impacts the lives of children, young people and their families.

Purpose and overview of the role

The Salesforce Administrator will be key for the successful operation of Anna Freud's Salesforce environment which is at the heart of the current digital transformation. Working within the IT Department this role is essential to ensure that Salesforce operates effectively for internal and external stakeholders.

The Salesforce Administrator is expected to administer the system, particularly with regards to the new Anna Freud Academy, a training platform delivering high calibre and evidenced based training at scale.

The post-holder will aid in designing solutions and assist in supporting the developments already in place. They will work closely with and report to the Business Systems Manager.

Main responsibilities of the role

- To undertake daily administration tasks. This will include account administration, monitoring, actioning, and escalating user support tickets as appropriate;
- Monitor user's issues and provide first/second line support to triage and/or resolve, or escalate as appropriate;
- To ensure that data quality standards are maintained;
- To assist with the management of the following Salesforce elements, custom fields, configuration of user setup, profiles and roles, permission sets, customisation of page layouts and validations;
- Assist with the build of customised solutions in Salesforce with customer needs at the core;
- To work with the Business Systems Manager, Senior Salesforce Administrator, and external consultants to input ideas into the development of the Salesforce architecture and design;
- Work closely with stakeholders to understand their issues and requirements.
- Identify opportunities for system and process improvements.

All employee responsibilities:

- To maintain an awareness of and actively follow and promote Anna Freud's policies, including Equal Opportunities, Health and Safety, Safeguarding and Information Governance;
- To complete all Anna Freud mandatory training, including but not limited to Safeguarding, Health and Safety, Equality and Diversity and Information Governance, within the required timescales;
- The welfare of the children, young people and vulnerable adults who come into contact with our services either directly or indirectly is paramount and all staff have a responsibility to ensure that best practice is followed, including compliance with statutory requirements.

To be noted

This is not an exhaustive list of tasks; the employee will be asked to undertake other ad hoc tasks relevant with the scope and purpose of this role. This job description reflects the present requirements of the role, and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post-holder.

Person Specification

Before starting your application, please read the below in full to understand the requirements of this role. The key criteria which will help us to assess candidates are listed below. There is guidance to highlight at which stage the criteria will be assessed. **Please ensure all criteria listed to be assessed at application stage are evidenced in your supporting statement.**

Criteria	Assessment Method (Application/Interview/Task)
Qualification/training, experience and/or knowledge	
Hands-on experience of administering Salesforce.	Application/Interview/Task
Understanding of customisation in Salesforce including use of 3 rd party applications.	Application/Interview/Task
Experience of maintaining secure systems and understanding the importance of data protection.	Application/Interview/Task
Skills and/or abilities	
Ability to manage workload over multiple workstreams.	Application/Interview/Task
Excellent analytical and problem-solving skills.	Application/Interview/Task
Ability to learn quickly.	Application/Interview/Task
Ability to effectively communicate with stakeholders.	Application/Interview/Task
Strong team player.	Application/Interview/Task

During the interview(s), candidates will be asked at least one question regarding our values, and one question regarding equity, diversity and inclusion (EDI). We expect everyone to actively demonstrate our values and inclusive behaviours in all areas of their work. **Our values and EDI statement can be viewed [here](#).**

Equal opportunity

We ask our people to share their diversity dimensions with us as it helps us to identify, tackle and prevent any bias appearing across the employee lifecycle at Anna Freud. Monitoring this information allows us to understand how well our efforts to improve diversity, equity and inclusion are working. Your responses will

be held securely by our HR team in accordance with our privacy policy and will not be seen by recruiting managers or the interview panel at any stage of recruitment, therefore your responses will not form part of our selection process.

Further support

We want to ensure all candidates can access and apply for our vacancies equitably, if you require any additional assistance to apply or would like to find out more about the role, please contact us on recruitment@annafreud.org. We aim to provide reasonable adjustments where operationally possible for the work that we do.

Post-interview

If successful after interviewing, you will be notified verbally with a job offer and pre-employment checks will be initiated.